

Regional Action Plan on Aging and Mobility

The Regional Action Plan on Aging and Mobility was charged with identifying recommendations in four focus areas:

- Infrastructure and Land Use
- Alternative Transportation Modes
- Education and Training
- Older Driver Competency



In anticipation of the growing need for mobility options for seniors, the Aging and Mobility Working group has identified twenty recommendations to be put into practice. For each recommendation the five “R’s” were identified.

The Five “R’s”



Recommended Best Practice

What is the best practice recommendation? This practice may already be occurring in some or all areas. It may not currently be the standard but needs to happen.

Rationale

Why implement this recommendation? What will this recommendation achieve? How will the current situation be changed?

Roadblocks

What issues if any will need to be addressed if this recommendation is to go forward? These road blocks could be legislative, policy/protocol, financial, education, or other.

Resources Needed/Available

What are the resources that are needed and available to implement this recommendation?

Responsibility

Who are the responsible entities who are best suited to implement the recommendation?

Recommendation #1: Streets and Highways

Recommended Best Practice Review the MAG Uniform Standard Specification & Details for Public Works Construction and ADOT's Design Standards to:

1. Determine how and which guidelines from the *FHWA Older Driver Highway Design Guidelines* can be incorporated; and
2. Determine if certain traffic calming measures could be included as a new section in the *MAG Uniform Standard Specification & Details for Public Works Construction*.

After the analysis, have the FHWA Design Guidelines incorporated into both MAG and ADOT Design Standards as appropriate.

Rationale

- Promote consistency/uniformity in signage, lighting, markings, and traffic calming measures across jurisdictions
- Minimize liability exposure by implementing regional guidelines
- Improve safety for all populations
- Make the infrastructure more usable and available to all

Roadblocks

- The resources needed to implement guidelines may be substantial and will need top-level commitment
- Different policies among the various jurisdictions—may be difficult to gain buy-in from the jurisdictions
- Some resident may not want some of the traffic calming measures in their neighborhood
- Implementation of guidelines will needs to be determined by community

Resources Needed/Available

Needed: Fees for consultant project to develop the review the FHWA Older Driver Guidelines and recommend a first round of regional guidelines to include; staff time from jurisdictions for the review process; investments from each community for the infrastructure improvements

Available: Possible national/local grants, MAG Enhancement Funds, technical assistance from FHWA

Responsibility **Who should take the lead?** ADOT, MCDOT and MAG

- A **Street Design Group** would need to be developed comprised of traffic engineers and road/highway designers, planners/landscape architects from the three stakeholder groups mentioned above. The Group will determine which of the guidelines to include through a phased-in process, and utilize the input from the MAG Senior Transportation Forums and other citizen discussions to help determine which guidelines from the FHWA Older Driver Guidelines to incorporate.
- Technical assistance could also be provided by FHWA and TransAnalytics, Inc. which helped develop the 2001 Update to the FHWA Guidelines.

Recommendation #2: Streets and Highways

Recommended Best Practice	Require the consideration of the FHWA Older Driver Highway Design Guidelines in the ADOT/MAG application and review of federally funded projects. <ul style="list-style-type: none">• Develop a CHECKLIST for planners and designers of transportation projects to use in the preparation of their proposals and for the application review team to utilize.
Rationale	<ul style="list-style-type: none">• More attention will be paid to elderly mobility concerns as a result• More enhancements which increase safety for seniors will be integrated into current infrastructure
Roadblocks	<ul style="list-style-type: none">• Staff time to amend the review process
Resources Needed/Available	<p>Needed: Staff time to create checklist, amend proposal and review process, and to go through an internal approval process</p> <p>Available: Staff expertise, possible technical assistance from FHWA</p>
Responsibility	<ul style="list-style-type: none">• MAG• ADOT• FHWA

Recommendation #3: Streets and Highways

Recommended Best Practice Encourage dedicated funding for the maintenance of current infrastructure and increase funding to expand programs like Adopt-a-Road. In addition, utilize trained volunteers, school districts, neighborhood groups to report maintenance problems with the transportation system.

Rationale

- Increase the ability to identify maintenance needs on an ongoing basis
- Increase safety for all road users
- Engages roadway users in a more proactive way

Roadblocks

- Staff and resources to make repairs as needed
- Potential liability issues
- May be difficult in receiving funding because of a very competitive budget process

Resources Needed/Available

Needed: Volunteer recruitment and management, as well as manpower and commodities to conduct repairs

Available: Model programs in Seattle, and the Arizona Bridge to Independent Living in Phoenix

Responsibility Local jurisdictions and MAG to develop

Recommendation #4: Airport Accessibility

Recommended Best Practice Improve the Accessibility of Transportation Facilities and intermodal connections. Start with an analysis/changes to Sky Harbor Airport and then broaden the scope to include Park & Rides, major bus transfer points, pedestrian facilities, light rail stops, and possible local airports

Rationale **Actions at Sky Harbor Include:**

1. Conduct an AUDIT on accessibility and safety issues
2. Provide instructions and maps on the City of Phoenix Web site which identify the most convenient place to drop a passenger off to his/her gate AND/OR include a more sophisticated component which allows people to input their flight number/airline and the computer identifies the departure gate and the drop off point with the shortest distance to the terminal
3. Determine specific strategies to minimize the walking demands on seniors
4. Ensure that a process exists for the consideration of seniors and other special needs populations in any new airport facilities designs

Roadblocks

- Will make it easier for the less mobile to use airports and other transportation facilities
- Simplify multi-modal connections for users
- It may be difficult to balance certain federal security rules with accessibility considerations (i.e., where carts can be, etc.)
- Limited funding

Resources Needed/Available **Needed:** Will need to find staff/consultant to develop and conduct the audit
Available: Potential federal funding

Responsibility

- Phoenix Aviation Department
- MAG
- Facility Operators
- Other local jurisdictions

Recommendation #5: Pedestrian Improvements

<i>Recommended Best Practice</i>	<p>Review and Update the MAG Pedestrian Area Policies and Design Guidelines so that they address and promote senior mobility. At a minimum, the review should include:</p> <ul style="list-style-type: none">• Elderly/pedestrian-friendly signage• More open space pedestrian refuge areas in downtown and suburban settings• Turn/Refuge Islands• In-pavement lighting on crosswalks• Audible signals at crosswalks• Improved parking lot design• Narrow street design• Implementation strategies to encourage incorporation of the Guidelines into the planning and design of transportation infrastructure
<i>Rationale</i>	<ul style="list-style-type: none">• Increase pedestrian safety and comfort• Provide a readily available source of information for local jurisdictions interested in measures to enhance senior mobility
<i>Roadblocks</i>	<ul style="list-style-type: none">• Funding for the review and to put in place the improvements• Buy-in from communities to adopt the guidelines• Need a champion or messenger to ensure guidelines are implemented
<i>Resources Needed/Available</i>	<p>Needed: Funding, staff and volunteer time, and possible consultant fees</p> <p>Available: Pedestrian Design Assistance; Existing MAG Pedestrian Working group</p>
<i>Responsibility</i>	MAG Pedestrian Working Group and local jurisdictions

Recommendation #6: Land Use Improvements

<i>Recommended Best Practice</i>	<p>Build upon the Land Use principles included in the MAG Pedestrian Area Policies and Design Guidelines and other adopted MAG plans and policies to develop LAND USE GUIDELINES (neighborhood and subdivision based) to meet the needs of an aging population. Incorporate guidelines into the city-based Sub-Division Design Guidelines and subdivision design review process, and widely distribute these guidelines to developers, city planners, zoning commissions, school districts to use during in their site plan reviews. At a minimum, these new guidelines should address:</p> <ul style="list-style-type: none"> • A study and analysis to identify zones with concentrations of seniors. Survey the seniors in these areas to determine their issues and concerns. • Conduct a Liveable cities audit as it relates to the land use considerations (developed by AARP or equivalent) and involve seniors in the process of developing the guidelines. • Identify pilot pedestrian friendly areas and incentives to make these areas more friendly to the elderly, such as transit at reduced rates, incentives for developers, and treatments for Elderly Pedestrian Zones. • Implementation strategies, such as mixed land use, a wider range of housing types, higher density along transit corridors, crime prevention through environmental design techniques, and multi-modal strategies (including low-speed personal motorized vehicles). • Creation of by-ways and multi-purpose trails • Encourage multiple use of public facilities (e.g., schools, libraries, community centers) as neighborhood anchors
<i>Rationale</i>	<ul style="list-style-type: none"> • Create more liveable neighborhoods, promote walking, enhance mobility • Increase connectivity between neighborhoods with use of by-ways and multi-use trails • Create a greater level of sustained mobility over the life cycle
<i>Roadblocks</i>	<ul style="list-style-type: none"> • Funding for the review and to put in place the improvements • Buy-in from communities to adopt and implement the guidelines • Need a champion or messenger to ensure guidelines are implemented
<i>Resources Needed/Available</i>	<p>Needed: Staff or consultant time, work group of planners</p> <p>Available: 1998 NHTSA Project conducted by Dutton and Associates which successfully implemented Elderly Pedestrian Zones in Phoenix; Existing AARP Liveable Cities Audit; possible technical assistance by AARP; the ROSS Plan developed by the Bicycle/Pedestrian Working Group</p>
<i>Responsibility</i>	MAG Planners Stakeholders Group, MAG Pedestrian Working Group

Recommendation #7: Education and Awareness

Recommended Best Practice Educate city planners, developers, students, and community groups on how to manage senior mobility issues in their communities through the following methods:

- Publish a comprehensive, user-friendly **Senior Mobility Guidebook** for cities, developers and community groups, and educational institutions
- **Organize a series of elderly/pedestrian urban/suburban design forums** targeting the Real Estate and Land Development Industries, and city planners
- **Develop a Senior Transportation/Land Use Design Awards Program for cities that implement elderly mobility improvements.** Utilize the Senior Mobility Checklist and AARP Liveable Cities Audit to measure performance and make award decisions

Rationale • Increased awareness about ways to improve senior mobility

Roadblocks • Organization of all activities—champions needed

Resources Needed/Available **Needed:** Staff time and funding to develop the guidebook, organize the forums and develop the awards program
Available: RPTA staff who currently provide training, and organize forums/conferences

Responsibility A consortium of groups and institutions is needed:

- RPTA
- MAG Bicycle/Pedestrian Task Force, MAG Planners Stakeholders Group
- ADOT
- ASU and other educational institutions

Recommendation #8: Public Involvement

Recommended Best Practice	Develop and train city-based Senior Audit Teams to go on-site to review the current infrastructure/land use and take part in the transportation project review process <ul style="list-style-type: none">• Partner with AARP to provide training to the team for what to look for in the audit, and assist city planning groups in the design of both land use and transportation plans
Rationale	<ul style="list-style-type: none">• Have trained and experienced consumers part of the transportation/development review process• One way to make sure cities are prepared for the changes associated with the aging population
Roadblocks	<ul style="list-style-type: none">• Recruiting and maintaining volunteers• Gaining full participation from the cities• Providing an incentive for cities to integrate Senior Audit Teams into the existing review process
Resources Needed/Available	Needed: Volunteers, city staff, trainers Available: Possible technical assistance from AARP
Responsibility	MAG and local jurisdictions

Recommendation #9: Intelligent Transportation Systems

Recommended Best Practice Request the MAG ITS Committee consider the development and implementation of Intelligent Transit Stop technologies. Intelligent Transit Stops, or “Smart Stops” will enable transit management to be informed about how many and what kinds of customers are waiting for service. Management will be able to calculate in real time terms whether these customers are likely to be picked up on schedule and, if not, to select alternative means for aiding such customers in completing their trip.

Rationale

- More transit trips will be completed in a timelier manner than is possible with today’s practices.
- Transit will become more reliable, and user-friendly.

Roadblocks

- Lack of necessary vision
- Research and development of software and hardware
- Will need to generate considerable public/private support

Resources Needed/Available

Needed: research and development funding; funding for a demonstration project

Available: Possible national/local grants

Responsibility

- MAG ITS Committee
- Arizona Public Transit Association
- RPTA
- Local jurisdictions

Recommendation #10: Implementation

Recommended Best Practice Create an oversight body to oversee the implementation of all the recommendations contained in the in the 2001 *Regional Action Plan on Aging & Mobility*.

Rationale A group focused on implementation issues will be needed to ensure that the recommendations are put into action

Roadblocks

- Finding elected officials, city staff, and other community leaders to champion the issue and move forward on implementation
- Keeping the major stakeholders and institutions involved over the long-term

Resources Needed/Available

Needed: Staff, interested elected officials and other stakeholder group representatives

Available: Existing coordinated community response models of the MAG Regional Domestic Violence Council and Continuum of Care Regional Committee on Homelessness

Responsibility

- MAG and other community groups
- Senior community
- AARP/PORA
- Silver Haired Legislature
- Area Agency on Aging
- Gov. Council on Aging
- Other groups as identified

Recommendation #10: Implementation (continued)

Recommended Action	<p>Create an oversight or policy body to oversee the implementation of the Regional Action Plan on Aging & Mobility. Entities to include:</p> <ul style="list-style-type: none"> • AARP • City/Town/State elected officials • ADOT/ADOT MVD/MCDOT • Governor's Office on Aging • AZ Department of Health Services • Area Agency on Aging • Arizona Geriatrics Society • Alzheimer Association • Insurance Companies or Association of Insurance Companies • Del Webb and other Developers • Sun Health Corporation/Geriatric Assessment Center • AAA Arizona • Local Health Care Corporations • Businesses like Lund Cadillac • others as identified
Rationale	This will be needed to <i>sustain</i> a coordinated community response as issues of aging and mobility increase due to the aging of the baby boomer population in the Valley.
Roadblocks	<ul style="list-style-type: none"> • High level of cooperation and collaboration needed • Sheer magnitude of the subject and number of entities which need to be involved • Staffing and resources will be necessary to ensure full participation
Resources Needed/Available	<p>Needed: staffing, volunteers from each stakeholder group</p> <p>Available: MAG's existing Elderly Mobility Stakeholder Working Group</p>
Responsibility	<ul style="list-style-type: none"> • MAG and partnership with entities mentioned above • Interested state elected officials

Recommendation #II: Coordination

Recommended Best Practice Establish a Transportation Consortium to design and oversee a Transportation Coordinated System for older adults and other transportation limited populations.

The consortium should include funders, policy-makers, and operational staff. The roles of the Consortium should include, but not be limited to the following: resource identification and development, designing the operational structure and information system, contracting, policy development and oversight, defining the geographic area served by the system, conducting a region-wide needs assessment, and establishing service and eligibility criteria. Possible Elements of a “Coordinated System” that Should Be Considered by the Consortium are:

- A Brokerage service operated from a central call center with satellite operations in different parts of the Valley
- To leverage resources/funding and ensure maximum utilization—target system to older adults, AND other “special need” populations, i.e., welfare to work, persons with disabilities, low-income families
- Development of a Family of Services Matrix which compares certain programs against demographics and the varying needs of certain groups

Rationale The Maricopa County region has numerous resources (funding, vehicles, technology and people) that would be more fully utilized and provide significantly more opportunities for riders if the resources were organized into a coordinated system that allowed brokers to purchase services from the existing modes and link those services with those who need it. The primary benefits of this recommendation are:

- Regionalize transportation services
- Combine multiple fund sources into one revenue “bank”
- Create a centralized call center for transportation
- Rely on technology to create and maximize ridesharing whether on a van, bus, taxi, or private automobile
- Reduce trip costs
- Provide a organizational structure that has decision-makers in transportation needs and funding

In addition, the development of a Coordinated Transportation System will be critical to the successful implementation of the other alternative mode strategies in recommendations # 12-17

Recommendation #II: Coordination (continued)

Roadblocks Gaining commitments from agencies that:

1. Serve Transit dependent populations;
2. Provide fund sources (DES, ADOT, AAA, AHCCCS, Cities/Towns, Maricopa County); and
3. Provide some type of transportation service.

Resources Needed/Available **Needed:** funding for staff time to develop and assist the Consortium;
A combination of transit/transportation funding—potential sources include: DES (TANF, Refugee, DDD, Welfare to Work, etc.), AAA, Local cities and towns, AHCCCS, other grant dollars available for special needs services

Responsibility MAG to staff the Consortium which should include representatives from:

- Local jurisdictions
- RPTA/Valley Metro
- Arizona Department of Transportation
- Maricopa County Human Services Division
- Arizona Department of Economic Security
- Area Agency on Aging
- AHCCCS
- Human Service Agencies who provide transportation
- Employers/Chambers of Commerce
- Consumers
- Others as identified

Recommendation #12: Data/Access to Information

Recommended Best Practice Improve Transportation Information Gathering and Dissemination through the following:

1. Develop a Transportation Information System

- The database would help to link or match older adults to programs and services according to their individual needs
- One call would provide the traveler with one or more travel alternatives
- Utilize software packages that are already developed
- Have an oversight body monitor the system and keep building in information about the new services that are created which make-up the *Family of Transportation Alternatives*

2. Promote "ONE" place for consumers to go specifically for transportation information and linkage to services

- Not just a phone number, but an actual person to talk with
- Possibly utilize the Area Agency on Aging SENIOR HELP LINE or have the County or Valley Metro provide the service

Rationale

- Enhance Valley Metro and Community Information & Referral's ability to provide older adults with transit information, as well as other alternative mode options
- For the most part, the *Family of Transportation Services* in Maricopa County already exists. **The problem is that few older adults are knowledgeable about all of the services available**

Roadblocks

- Gaining support for the idea and the funding to develop and implement it
- Designing the system, the data forms, etc.

Resources Needed/Available

Needed: Funding to develop and maintain the system; finding staff knowledgeable about the family of transportation services available

Available: potential local government, county support, and national grant possibilities

Responsibility

The Transportation Consortium (if developed) should be responsible for develop, review utilization, and make any necessary changes to the system. Critical entities include:

- Maricopa County
- Valley Metro
- Community Forum
- Area Agency on Aging
- ADOT
- MAG
- Arizona Department of Economic Security

Recommendation #13: Expand Existing Services

Recommended Best Practice Build the *Family of Transportation Services* available to Older Adults and transportation limited populations by expanding the following programs across the county:

- Mileage Reimbursement (currently in Mesa & Scottsdale)
- Taxi Voucher Program (Cab Connections in Scottsdale)
- Peer/Group Travel Training (Community Forum and Valley Metro)
- Neighborhood Circulators/Community Buses (Tempe/planning in Awatukee)
- Flex Route Bus Routes currently operating in Avondale, Tolleson, Litchfield Park, Goodyear, Phoenix and Fountain Hills

Rationale Expansion of all these programs will increase the alternative transportation options available to older adults. The programs exist and have been tested in terms of efficiency and effectiveness in other communities.

Rationale for the expansion of mileage reimbursement:

- Automobiles are a preferred mode of transportation and Dial-A-Ride is limited because of cross jurisdictional boundary issues—a Maricopa County region wide reimbursement program will open up more opportunities for older adults to remain mobile, as well as open up more economical support for some Maricopa-based business’.

Rationale for Neighborhood Circulators/Community Bus:

- The Community Forum research and research conducted by others indicate that older adults are reluctant to use transit systems because of walking distances to a bus stop and safety/security issues (both perceived and real). These concerns are addressed by small bus systems that go close to where people live and link with transit routes. Systems of this type have been tested in Europe and in the United States. The cost falls between that of Dial-A-Ride and regular fixed route transit which constitutes a saving if people switch from door-to-door Dial-A-Ride. Ultimately, these systems allow independent travel for older adults and others in the neighborhood.

Roadblocks Finding the funding sources to support the expansion of the programs

- For the Reimbursement program—difficulty finding and maintaining volunteer drivers (a driver databank may need to be created similar to the one for the Riverside TRIP program)
- Educating older adults about the availability of the programs and how to access them
- Raising the level of requirements for cab drivers—background checks, drug testing, etc.

Resources Needed/Available **Needed:** Funding; a network of staff from each city or region that are sensitive to the needs of older adults and disabled adults; equipment and infrastructure
Available: Potential funding from interested cities and towns to subsidize for the reimbursement/cab vouchers; special transportation grants; possible lottery

Responsibility Local Jurisdictions, Maricopa County, MAG

Recommendation #14: New Options

Recommended Best Practice	<p>Develop new transportation options by :</p> <ol style="list-style-type: none"> 1. Piloting an Independent Transportation Network (ITN) program in a community that is interested in being a demonstration site <ul style="list-style-type: none"> • Explore Sun City West as the initial pilot site, and after an evaluation possibly roll-out in other areas; and 2. Pilot a Senior Van Pool Program
Rationale	<p>Both programs will provide another option available in the <i>Family of Transportation Services</i> outside of the traditional public transit models</p> <p>ITN is a model program that has been working effectively in another region for over six years. Key features include:</p> <ul style="list-style-type: none"> • A 24-7 door-to-door service • Use of an innovative funding mechanism • Utilizes an established software technology (for billing and GIS based system for dispatching) • Economic sustainability through user fees and public/private support, the ability to bank trips over the long-term, customer choice in trip type and payment methods, local merchant participation, and providing service which replicates the comfort and convenience of the private automobile • Involves local businesses in supporting the service
Roadblocks	<ul style="list-style-type: none"> • Finding a pilot site with the right characteristics to successfully implement the program • Not confusing ITN with a traditional social service program or a “silver bullet solution” for all older adults—the program is based on a public/private partnership—the very infirm or very low-income are not the primary target audience for this type of service. ITN should be <i>one option</i> on the Family of Transportation Services available to the wide array of older adults living in any community
Resources Needed/Available	<p>Needed: For ITN, the total amount and type of resources needed will need to be defined after a site assessment and program implementation plan is developed</p> <p>Available: Potential MAG federal transportation funds; technical assistance from ITN, Portland, Maine</p>
Responsibility	<p>For ITN: Property Owners and Residents Association of Sun City West (PORA) and/or another interested community; and MAG</p> <p>Senior Van Pools: Valley Metro and the Coordinated Transportation Consortium (if developed)</p>

Recommendation #15: Private Sector Involvement

Recommended Best Practice	Promote Private Sector Involvement in Providing Alternative Transportation Options to Older adults and other special need populations <ul style="list-style-type: none">• Could include tax incentives for help in subsidizing trips to their stores, or providing vehicles to augment a specialized transportation service, or providing employer run van pools, and other projects
Rationale	Decrease the reliance on public funding for special transportation services <ul style="list-style-type: none">• Create marketing opportunities for the private sector• Ultimately, contribute to building the <i>Family of Transportation Services</i> available to older adults and other transportation dependent groups
Roadblocks	<ul style="list-style-type: none">• Economic downturns often prevent private sector from participating in these types of community projects• Gaining buy-in from businesses on how they can play a part and benefit from providing some assistance• Difficulty in passing legislation related to tax breaks
Resources Needed/Available	Needed: Staff/ lead organization to work with the private sector and draft legislation if needed
Responsibility	The Transportation Consortium (if developed)

Recommendation #16: Transit Amenities

Recommended Best Practice Increase Transit Use through Improved Amenities at Transportation Facilities to include, but not limited to:

- Shade
- Restrooms at Transfer Points
- Bike Lockers/Storage facilities
- Park & Rides
- Water Fountains
- Benches
- Increased security
- Optimize Stop Locations

Rationale

- Make transit more attractive, user-friendly and FUNCTIONAL
- Increase safety
- More older adults and special need populations will use transit

Roadblocks

- Funding for the improvements, continuing operating costs, staff time
- Reluctance on the part of the providers
- May increase transient population at transportation facilities

Resources Needed/Available **Needed:** Funding, space, equipment, etc.
Available: Potential funding from local jurisdictions, Transit agencies, and Maricopa County

Responsibility The Transportation Consortium (if developed). Key entities include:

- Local jurisdictions
- RPTA/Valley Metro
- Maricopa County
- MAG

Recommendation #17: Expand Peer Travel Training

Recommended Best Practice Expand or Replicate the Existing Peer Travel Training Program. This should include:

- Increasing the volunteer core/mentors by utilizing the religious community and civic groups like Neighbors Who Care in Sun Lakes, Rotary and Lions Clubs, etc.
- Community service incentives

Rationale

- Make alternatives to driving more accessible and user-friendly to seniors
- Educate more people about the complex issues around aging and mobility
- Make transit more user-friendly to those who may never have utilized it before

Roadblocks

- Funding and training the volunteer mentors, staffing needs
- Publicizing the program

Resources Needed/Available

Needed: funding, possible additional more staff to recruit and train volunteer mentors

Available: a successful program exists at The Community Forum, a potential large pool of volunteers to tap from religious institutions

Responsibility

- The Community Forum
- RPTA/Valley Metro
- Care Giver Support Groups
- Maricopa Department of Transportation
- Arizona Ecumenical Council
- VIP, Beatitudes Doar Program, and other religious organizations
- Neighbors Who Care, Inc.
- Civic Groups

Recommendation #18: Funding

Recommended Best Practice Encourage legislation which supports funding for transportation coordination efforts

Rationale

- Older adults and other special need populations' transportation needs are not getting met—and will only get worse in the coming years
- Lack of mobility leads to other very costly problems—could save long-term health care costs

Roadblocks

- Legislative support
- Determining eligibility qualifications
- Lack of awareness about the importance of this issue

Resources Needed/Available

Needed: A team to draft the bill and find a sponsor

Available: The aging/transportation provider network who can help garner support for the bill

Responsibility

The Transportation Consortium (if developed). Key entities include:

- Arizona Transit Association
- AARP
- Silver Haired Legislature
- Area Agency on Aging
- Transit agencies

Recommendation #19: Driver Screening and Re-Training

Recommended Best Practice A. Develop and Implement a Pilot Driver Screening Battery Study, that:

- Utilizes the research from the Maryland MVD model program and other local and national expertise in the creation of the battery
- Utilizes current resources such as the five certified driving specialist programs in the state, existing testing equipment of the Arizona MVD
- Includes Arizona Motor Vehicle Division as a major partner
- Identifies the pilot sites and who will administer the battery
- Targets any “at-risk” driving population—drivers of all ages
- Is a Voluntary program

B. After completion of the study, implement Cognitive/Physical Testing Centers across the Valley. At minimum, the Testing Centers will:

- Utilize geriatric physicians to conduct competency and physical testing for older drivers, as well as link them with organizations who provide Behind the Wheel Testing

Other key elements include:

- Providing training for professionals at the centers
- Certifications for those doing the competency testing
- Accreditation of the centers to ensure quality and consistency of care
- A data collection and evaluation component

Rationale

- As the baby boomer population in the Valley ages, there will be a greater need for sound driving assessments and interventions
- The ultimate benefit will be to increase driver and road safety
- Increase identification of high risk drivers and link them to remediation or an appropriate support service
- Involve the medical community in a more proactive way
- Raise the awareness of the general public about the need to begin to check one’s driving fitness throughout the aging process
- Maryland MVD has already successfully implemented a screening program

Roadblocks

- Resistance from drivers—don’t see their driving as a problem and/or fear licence could be revoked
- Possible resistance from advocacy groups and seniors
- Would be a radical change in what is perceived as a right rather than a privilege
- Significant costs which will include some payment by the person being evaluated
- Will need to address how to subsidize the cost for the low-income person

Recommendation #19: Driver Screening and Re-Training (continued)

- Resources Needed/Available* **Needed:** Funding, staff, pilot sites; significant coordination effort among partnering organizations
Available: Certified driving rehabilitation specialists in the Valley; technical assistance from Dr. Robert Raleigh, Maryland MVD and other national and local experts in the field such, Dr. Jim McKnight, and Dr. Pam Willson. A base of interested physicians through the Arizona Geriatrics Society
- Responsibility* A consortium of provider agencies:
- Arizona Department of Transportation/Motor Vehicle Division—Medical Review Program (LEAD)
 - Arizona Geriatrics Society
 - Certified Driving Specialists in the Valley
 - AARP
 - Geriatric physicians
 - Law Enforcement
 - Insurance Industry
 - AZ Department of Aging
 - ASU Gerontology program
 - Area Agency on Aging
 - Governor’s Council on Aging
 - Health Care Associations
 - Interested Legislators—Representative Gleason, Senator Cirrillo

Recommendation #20: Data Collection, Analysis and Dissemination

Recommended Best Practice	<p>Improve the Data Collection, Analysis, and Dissemination of older driver information. ADOT MVD needs to improve the statistical information available on senior drivers, namely:</p> <ul style="list-style-type: none"> • Number of older driver crashes • Type of crashes • Violations • Injuries • Licenses granted and revoked, • Possibly isolate factors like location, demographics, persons with repeated incidences <p>Other Key Elements include:</p> <ul style="list-style-type: none"> • The data needs to be accessible and available in a user-friendly format • Work with Insurance Companies to share their crash data • All the recommendations in the Regional Action Plan that are implemented should have a data/outcome measure component
Rationale	<p>Currently there is a lack of statistical information about older driver accidents and violations</p> <ul style="list-style-type: none"> • Fill data gaps • Increase accountability of the screening program (recommendation #18), and any other recommendation in the Regional Plan that is implemented
Roadblocks	<ul style="list-style-type: none"> • Program and data costs • Data input inaccuracies and accuracy in the analysis of the data • Difficulty to maintain consistency of data collection across areas • Reluctance of insurance companies to share data
Resources Needed/Available	<p>Needed: funding, staff, computer software</p> <p>Available: Recent ADOT/MVD request to change the manual data collection system to a computer-based system; data from Dr. Betty Gale’s longitudinal study</p>
Responsibility	<ul style="list-style-type: none"> • ADOT/MVD • ASU/ local colleges • Insurance companies • Any new testing centers that are developed

Recommendation #2I: Training

Recommended Best Practice	<p>Create a Driver Intervention Program (modeled off of Getting in Gear in Tampa, Florida) that is centrally located AND also available in satellite branch offices in the East/West Valley cities. The Program will have five major components:</p> <ol style="list-style-type: none"> 1. Assessment 2. Education <ul style="list-style-type: none"> • Older Driver—partner with AARP • Public Education 3. Re-Training (Behind the Wheel, Useful Field of View) 4. Mobility Management (counseling on OPTIONS, Peer Travel Training) 5. Linkage to Case Management Services—already available through the Area Agency on Aging
Rationale	<ul style="list-style-type: none"> • Improve driver capabilities, increase safety on the roads, and ultimately save lives • No program this comprehensive exists currently in the Valley • Proven model in the Tampa Bay region • Effective screening instruments have already been researched and implemented effectively
Roadblocks	<ul style="list-style-type: none"> • Referral process may be difficult • Gaining consumer buy-in and acceptance to test their driving skills (may not see it as needed or fear license will be revoked if participate) • Cost to develop and operate the program • Will require significant linkages with different agencies/systems for it to be effective (i.e., health professionals, social service community, etc.) • Finding experienced staff
Resources Needed/Available	<p>Needed: Funding, staff. Estimated initial cost to set up a pilot program—approximately \$250,000</p> <p>Available: Potential local and national grant funding; possible technical assistance from the Getting in Gear Program in Tampa Bay</p>
Responsibility	<p>A consortium of provider agencies:</p> <ul style="list-style-type: none"> • Area Agency on Aging (LEAD) • AARP • Arizona State University • The Community Forum • AZ Motor Vehicle Division • Driver Specialist Representative • RPTA/Valley Metro • other as identified

Recommendation #22: Public Awareness

Recommended Best Practice Develop a Regional Public Awareness/Education Campaign which adopts a fitness to drive or wellness approach and includes the following:

- Transportation Web site
- A Family of Publications for use by multiple groups and target groups, i.e., drivers, concerned family members, health care and law enforcement professionals
- “Red Flag” Assessment Cards for professionals
- Speakers Bureau
- Public Service Announcements
- Print Media Feature Articles
- Ads at Bus Stops
- Involves retirement communities and local businesses
- Media Involvement/PR Firm

Rationale Need to equip older adults, baby boomers, and concerned family members with the knowledge and skills they need to drive safely and to utilize the alternative transportation options and other supports available in their community. In addition, this recommendation will:

- Clarify mis-conceptions about the issue
- Diminish stereotyping of the older driver; place more focus on driving Ability rather than age
- Help link people with resources to help improve driving skills and/or use alternative transportation modes
- Use of the Internet will help reach a wider audience
- Foster increased independence of seniors
- Involve the media and insurance companies in a more positive way
- The Web site will serve as a comprehensive clearinghouse of aging and transportation related information for both users and practitioners

Roadblocks

- Funding and time to develop the materials in a CONSISTENT manner
- Keeping the information current
- Difficult to get free PSA time during daytime viewing hours
- Will require extensive collaboration
- Avoiding negative spin from press; keeping the message on fitness/wellness consistent in all the materials/publications
- Will require high level of collaboration and partnership among stakeholder organizations

Recommendation #22: Public Awareness (continued)

Resources Needed/Available **Needed:** Funding, staff to keep Web site and publications updated, costs of publications, extensive partnerships, volunteers for Speakers Bureau, donated air time for PSA's (radio and television), etc.
Available: Current publications already developed, possible student project, resources of OASIS/Senior University, technical assistance from ASU and Maricopa Community Colleges; possible NHTSA funding for local social marketing campaign; possible grants from the U.S. Department of Health, donated time for PSA's

Responsibility A steering committee of a multitude of organizations will be needed:

- AARP
- Media involvement—PR Firm
- Area Agency on Aging
- MAG
- OASIS (Older Adults Still In Service)
- Arizona State University—ASU Wellness Program/Gerontology Department
- Arizona Motor Vehicle Division
- The Community Forum
- RPTA/Valley Metro
- Area Agency on Aging
- Corporate support
- Triple A
- NHTSA/Department of Health
- Health Care Associations
- Others as identified

Recommendation #23: Professional Training

Recommended Best Practice Develop and implement Education/Sensitivity Training on senior mobility issues to the following professional communities:

- Health Care
- Insurance Companies
- City Traffic Engineers
- Law Enforcement (DPS and City Fire Emergency Personnel through AZPOST training and ongoing In-Service training)
- Court Personnel
- Transit Drivers/Personnel
- Motor Vehicle Department Personnel
- Aging Services Personnel

At minimum, distribute “Red Flag” Assessment Cards and resource brochures which professional can provide to the older drivers they come in contact with.

In addition, create an ongoing education mechanism to Health Care Professionals by making mobility education apart of the Continuing Education programs (for physicians, gerontologists, psychologists, social workers, nurses, and physical/occupational therapists)

Rationale Raise the level of awareness and skill of the front line professional who have direct contact with older adults on a daily basis. This recommendation will also:

- Increase overall safety and linkage to services
- Diminish stereotyping of the older driver and clarify misconceptions about the issue
- Involve stakeholder groups in a more positive and proactive way

Roadblocks

- Physician buy-in—due to time constraints and attitude of “not my responsibility,” fear of losing patients, not knowing how to talk about issue with patients/family members
- Finding trainers who are knowledgeable in both the aging and mobility fields
- Making sure to customize each training for the particular discipline (a Training Survey is needed)
- May be difficult to coordinate and to gain participation from the targeted professional association—Need to get top-level buy-in
- Time and resource needs of current training programs required for law enforcement and health care professionals

Recommendation #23: Professional Training (continued)

<i>Resources Needed/Available</i>	<p>Needed: Development of contacts in each discipline, funding, trainers, curriculum development and approval, costs associated with the development of training materials</p> <p>Available: Existing disability awareness training for professionals conducted by the Community Forum, existing local and national experts, audio and video conferencing capabilities, on-line instruction</p>
<i>Responsibility</i>	<p>Partnership among credentialing organizations for Continuing Education credits</p> <ul style="list-style-type: none">• ASU and other local colleges/universities• Arizona Geriatric Society• Arizona Medical Association• American Physicians Inc.• Arizona Peace Officers Standards Training (AZPOST)/ALEOAC—Arizona Law Enforcement Officer Advisory Council• Arizona Department of Public Safety• Governor’s Office of Highway Safety• The Community Forum• Insurance Companies• Area Agency on Aging• ITE/MAG Committees• Local jurisdictions• Other professional Associations

Recommendation #24: Access to Transportation Information

Recommended Best Practice	Publicize and utilize the Senior HELP LINE as the resource for aging and mobility information—covering the following areas: <ul style="list-style-type: none">• Remediation, training and education opportunities for drivers• Alternative Transportation Options available• Linkage with Transportation Web site with MAP Blast feature to help tell user the best way to get from Point A to Point B
Rationale	Older adults and concerned family members need a single point of contact to discuss their transportation questions and concerns. Other benefits include: <ul style="list-style-type: none">• Cost savings given the hotline exists and is in operation• Available 24 hours a day through a known agency• Offers a live person to talk with• Current transportation information is available but dispersed
Roadblocks	<ul style="list-style-type: none">• More exposure and marketing needed• May need additional staffing and operating dollars if demand increased• Not that many transportation options available yet• Training for staff
Resources Needed/Available	Needed: 0-1 additional staff to existing helpline Available: Senior HELP LINE already funded and operating; linkage with Community Information and Referral, including their Disability Helpline
Responsibility	Area Agency on Aging (LEAD) in partnership with an advisory committee to continually assess inventory and effectiveness

Recommendation #25: Advocacy

Recommended Best Practice Advocate for a Mandatory Insurance Discounts for seniors who complete the AARP 55-Alive Course

Rationale Currently approximately 14 Arizona Insurance Companies out of 120 offer a 10% insurance discount for individuals who complete the AARP Mature Driver Education Program (formally named 55-Alive).¹ Such discounts promote positive incentives for individuals to brush up on their driving and traffic safety skills. Other benefits will include:

- Increased safety on the roads
- Already mandated in 36 other states
- Proven program with beneficial results
- Similar discount provided to teenagers if they complete a drivers education course

Roadblocks

- Lack of buy-in from current Insurance Lobby
- Legislative action will be needed
- Lack of awareness of the insurance companies who provide discounts
- May cause an increased demand for classes that exceeds current volunteer capacity

Resources Needed/Available **Needed:** Publicize, promote and partner with 14 insurance companies that currently give the discount; volunteers and advocates to push the legislation through the political process

Available: volunteers from AARP's Legislative Committee, Arizona's Silver Haired Legislature

Responsibility

- Arizona AARP (LEAD)
- Arizona Silver Haired Legislature
- Area Agency on Aging
- Governor's Advisory Council on Aging
- National Association of Retired Federal Employees
- American Automobile Association (Triple A)
- Insurance Information Association
- Aging Service Providers
- Property Owners and Residents Association of Sun City West

¹Taken from a 1993 report prepared by the Insurance Information Association.